

Problem Solving Process

1. Decide whether the issue is worth pursuing.
2. Meet with the person most directly involved with the issue.
3. Ask the person to describe how he or she sees the situation.
4. Describe the situation as you see it.
5. Summarize the issues that need to be resolved.
6. Discuss one issue at a time.
7. Brainstorm possible options for each issue.
8. Generate solution(s) that work for everyone.
9. Put the solution(s) in writing.
10. Set a date to discuss how the solutions are working.

Where do I get more information?

Please contact your school if you have questions, or ask to see a copy of the handbook ***Working Together: A Guide to Positive Problem Solving for Schools, Families, and Communities.***

This document was originally created by supporting organizations. It has been modified to add TMSD Division information.

A copy of the original may be obtained from the Manitoba Education, Citizenship and Youth website at

<<http://www.edu.gov.mb.ca/ks4/specedu/documents.html>>.

Turtle Mountain School Division

Superintendent/CEO:

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Turtle Mountain Adult Ed: Mrs. Catherine Carlisle
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Supporting Organizations

- Manitoba Association of School Superintendents
- Manitoba Association of School Trustees
- Student Services Administrators Association of Manitoba
- Manitoba Education, Citizenship and Youth
- Manitoba Association of Parent Councils
- Manitoba Teachers' Society
- Manitoba First Nations Education Resource Centre

WORKING



TOGETHER

*A GUIDE TO
POSITIVE PROBLEM
SOLVING
FOR SCHOOLS,
FAMILIES
AND
COMMUNITIES*



**TURTLE MOUNTAIN SCHOOL DIVISION
MISSION STATEMENT**

“The students are the focus of all our efforts. The Division strives to provide an education that prepares individuals for a meaningful life in a changing world. We promote a learning environment that begins in the home, continues in the school and is supported by the community.”

Our Division has established policies which outline our expectation for students and staff conduct.

For more information on our policies, visit our website at www.tmsd.mb.ca and click on Online Resource and then Board Policy Manual.

Or

Contact our Principals or Division office staff for more information.

***IT IS OUR GOAL THAT EACH STUDENT
FEELS WELCOMED, VALUED, AND
INCLUDED***

Parents, educators, and community members share the same goal: to give students the best education possible. We can all work together to make school an open and caring place.

Positive relationships are formed when families and schools work together. Everyone has valuable information to share. Parents know their children better than anyone. Educators are professionals with extensive training and experience. Everyone's contribution is valuable.

Suggestions for building positive relationships

- Build trust by getting to know each other.
- Communicate often.
- Communicate clearly and listen carefully to the other person.
- Try to solve problems where and when they occur, so they don't grow into bigger problems later.

What do I do when my child has a problem with school?

In Turtle Mountain School Division, it is our goal that each student feels welcomed, valued, and included. We all work together to make our schools safe, positive, and respectful places for each child to learn. There are times, however, when we may have different ideas about the way things could be done, and concerns could arise.

If you or your child is having a problem with school, it is important that we work together to solve it as quickly and fairly as possible. When we solve our problems in a respectful, friendly, and co-operative way, we set positive examples for children. We also work toward building good, strong relationships among home, school, and community.

What Do I Do First?

The most important thing to do when you or your child is having a problem at school is to talk with the person who is most directly involved and most likely to be able to solve it with you.

Who Should I Call?

Speak with the teacher first.

- If the problem has not been solved, speak with the principal.
- If the problem still has not been solved, find out if there is anyone else you could contact in our school division. (The school should have contact lists and information).
- If the problem still has not been resolved, speak with the superintendent.
- If the problem still has not been resolved, contact the Board of Trustees. (For further information on Board policy regarding complaints against employees, see policy K-5). Your elected Trustees can assist you with this process.

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